



Medicaid Updates, Statewide Directors' Call

January 17, 2017

Department of Health and Human Services Division of Medical Assistance



MQB-E Reenrollments

- All MQB-E reenrollments due December 31 each year
- Reenrollments are ex parte
- Enrollment decreased by @ 6,000 from December, 2016, to January, 2017
- Analyzing data by county OST will follow-up with county management staff



Medicaid Application Timeliness

Monthly Report Card

- All applications processed during that calendar month
- Includes approvals, denials, withdrawals
- Two categories of applications:
 - Other all applications subject to 45-day processing time
 - Includes MAGI and non-MAGI apps
 - MAD applications subject to 90-day processing time



Medicaid Application Report Card

- Monthly Report Card posted in FAST Help
- Table of Contents>Reports>MA Report Card
 - Each month is separate
- Includes additional supporting reports:
 - Included Adjusted Report details on all applications counted in calculating the Report Card
 - Accounts for adjusted time such as 45/90 day on weekend/holiday or excluded time
 - Included Actual details on all applications counted in report card using actual calendar days
 - Excluded Actual applications not considered in calculating the report card
 - SA
 - Administrative apps
 - SDX apps



Medicaid Application Report Card

Four timeliness measures:

- Average Processing Time (APT) Other
 - 45 days or less
- Percent Processed Timely (PPT) Other
 - 85% Level I counties
 - 90% Level II/III counties
- Average Processing Time (APT) MAD
 - 90 days or less
- Percent Processed Timely (PPT) MAD
 - 85% Level I counties
 - 90% Level II/III counties
- County must pass all 4 measures to pass the report card
- •64 counties passed report card in November, 2016



Application Monitoring

- Monitor applications to ensure that correct procedures followed during processing:
 - Did not deny prior to 45/90 day for missing information
 - Sent at least 2 requests for information with at least 12 days between
 - All other processing requirements
- Monitoring actions:
 - Denials
 - Withdrawals
 - Discouragement (includes approvals)
 - Inquiries
 - Excluded time was correct
- Threshold is 80% for denials, withdrawals, discouragement and inquiries for all counties



Eligibility Determination Audit

- Released by Office of State Auditor last week
- DMA/DHHS and representatives of NCACDSS will work on corrective action steps



NEMT

- Pilot counties implemented and filing claims through NC Tracks
 - Phase 1 34 additional counties
 - Phase 2 and 3 to follow
- Training schedules sent to NEMT coordinators and directors
 - County process and vendors
- County communication with vendors is critical



Questions?

